



mComet™ for GSM

User Guide

for Release 11.5.4

About mComet

Actsoft mComet User Guide

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Statement of Accuracy

Every effort has been made to ensure that the information in this document is complete and accurate at the time of printing. However, the information in this document is subject to change.

Supported Devices

Handsets

This version of the mComet for GSM User Guide Release 11.5.4 should be used for the Samsung SGH-A657 Bound™ and the Samsung SGH-A847 Rugby™ cellular handsets.

Hardware Peripherals

The following barcode scanners are recommended for use with the supported handset(s):

- Microvision Flic Cordless
- Baracoda BL1000
- Baracoda RoadRunner
- Baracoda BRR

- Serial IO LaserChamp
- Microvision Cordless
- Microvision Cordless (ROV)
- CV-Marc

Handset Functionality

Instructions in this document are intended to be independent of any particular handset brand, make or model. As such, only the software interface will be shown in most instances. In this release, illustrations are depicted using the Samsung SGH-A657 Bound™. Please see the user manual for your handset for specific instructions on button placement and features.

Document Ordering

To order a copy of this or any other document in the Actsoft documentation suite, contact your sales representative. Documentation will be supplied to clients of Actsoft, Inc. only.

Technical Support and Training

For technical support, contact Actsoft:

Email: support@comettracker.com
Phone: 813.936.1511
Fax: 813.600.4539
Mail: Actsoft, Inc.
10006 N. Dale Mabry Hwy., Ste. 100
Tampa, FL 33618

For training on the Actsoft product suite, contact:

Scheduling: 813.936.2331; then select menu option 3

Using mComet

The mComet handset application used with the CT workstation application allows workers in the field to communicate efficiently with the home office. Use mComet to clock in and out of work shifts, enter information about jobs, and receive updated forms while in the field.

mComet uses built-in GPS tracking function to gather location information at specified time intervals and transmit the resulting data to the hosted server.

Purpose and Audience

This document is intended for users and administrators of the mComet cellular application. It provides the following information:

- Installation and setup
- Configuration modification
- Modifying worker time statuses
- Working with various forms and orders
- Receiving communications in the field

Detailed information on the Comet Tracker software is not provided in this document.

Application Requirements

- Web browser installed on the handset
- Unlimited Data Service Plan
- Management application (*either* of the following):
 - Comet Tracker installed on a workstation
 - Comet EZ



Please contact **Actsoft Technical Support** about additional requirements for your handset software version and/or handset model.

What's New in this Guide

mComet Release 11.5.4 features the following enhancement(s):



List View –

On the Samsung SGH-A657 **Bound**, icon screens have been removed and replaced with a list view and new graphics.

Revision History

Version	Date	Comments
1.0	January 1, 2009	Manual redesign
2.0	April 21, 2009	Manual redesign
3.0	February 22, 2010	Manual restructure

Symbols Used Frequently in this Document

Type	What it Means:
	Important Note
	Warning – action may adversely affect application or handset performance

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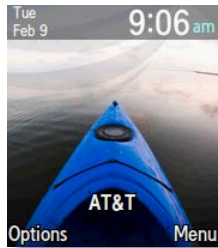
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Installing mComet

Install the application on your handset before using mComet. For new releases of the application, you must uninstall the existing version of mComet (see *Uninstalling mComet*), and re-install the latest version of the application.

A text message will display when a new version of the application is available. To install mComet:

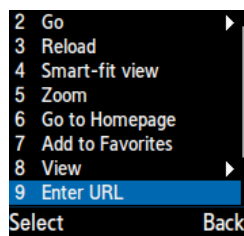
1. From an idle screen, choose **Menu**.



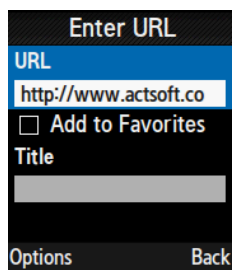
2. Select **MEdiaNet** from the menu.



3. Press **Options**, and choose **Enter URL**.



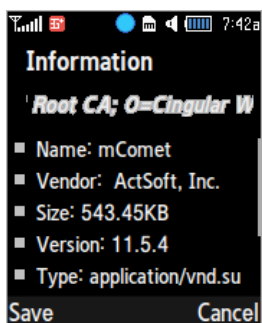
4. In the **URL** field, type <http://www.actsoft.com/ota/mcomet>.



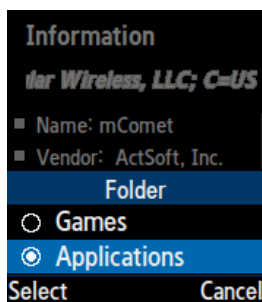
5. On the *Enter URL* screen, choose **Select** and then choose **Go to**.



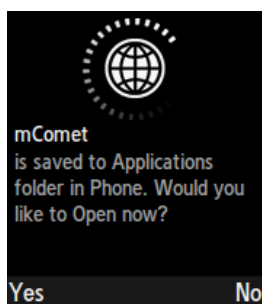
6. On the *Information* screen, choose **Save**.



7. Choose **Applications** to install mComet in the *Applications* area of the *My Stuff* menu option.



8. Choose **Select** to download and install mComet to the **Applications** folder.

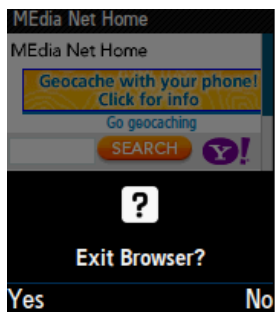
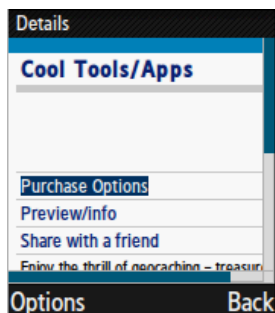



9. At the “mComet is saved to Applications folder on Phone. Would you like to open it now?” prompt, choose **No**.

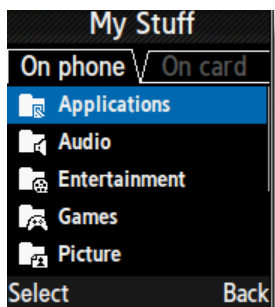
Setting Application Options

Set **mComet** to display on the home screen for easy access. Refer to your handset user manual for specific instructions on this process. After you install mComet, it will be automatically sent to the **Games and Applications** folder. Perform the following steps to add the mComet icon to your handset's home screen:

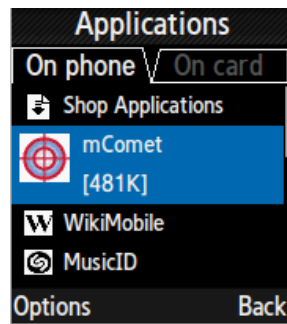
1. Choose **Back** twice, and then **Yes** to exit the browser.



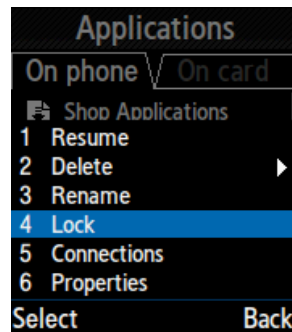
2. On the *Home* screen, select **My Stuff**. 
3. On the *My Stuff* screen, select **Applications**.



4. On the *Applications* screen, highlight mComet and choose **Options**.



5. Select **Lock** from the menu. Now, mComet cannot be deleted.

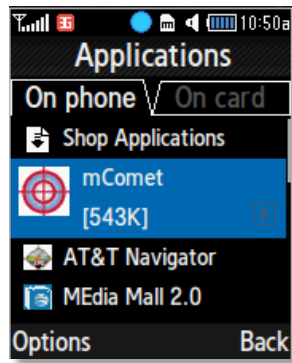


6. Choose **Back**, highlight **mComet** and press the center navigation key to start the application.

Additional Procedures for the Rugby II

Create the following network profile to prevent http failure when using the Samsung Rugby II (SGH-A847) handset. You must perform these steps when mComet is re-installed or upgraded.

1. From the main menu, go to **Settings > Connectivity > Network Profiles** and set ONLY the following profile attributes on the screen:
 - **Set Name:** mComet
 - **Access Name:** wap.cingular
 - **Auth Type:** None
 - **Protocol:** HTTP
 - **Linger Time(sec):** 99999
2. Choose **Save**.
3. Then, go to **My Stuff > Applications**, and highlight **mComet**.



4. Select **Options** and choose **Connections**.
5. On the **Connections** screen, choose the network profile you created, and then choose **Save**.
6. If **mComet** is running on the handset, restart it to activate the new profile.

Uninstalling mComet

You must uninstall mComet before installing a new version of the application. Contact Actsoft Technical Support at **813-936-1511** for assistance with all uninstalls.




Handset Navigation





mComet uses the navigation tools available on your handset to move through screens and menus. In this document, handset keys are represented using the keys available on the Samsung® SGH-A657 **Bound™**, illustrated here. If you are using a different handset model, keys may appear differently on your handset.

i For detailed information on how to use your handset model, see your handset user guide.



Samsung® SGH-A657

Clear key	To backspace or delete a character, press the Clear key.	
End/Power key	To return to the handset idle screen or to end a call, press the End key.	
Menu key	To select a highlighted item on a menu or list, press the Menu key. The Menu key is located in the center of the Navigation key. The Menu key also launches the browser, when pressed from an idle screen.	

Navigation key	To scroll through menus or lists, use the navigation keys. Press the appropriate side of the square to move up, down, left, or right.	
Softkeys	To perform an action, press the Left or Right Softkey below the desired option on the screen. These keys appear on the left and right of the bottom of the screen.	
Space key	To insert spaces between letters or words, use the Space key.	
Talk key	To make a call, press the Talk key. Press the Talk key for 5 seconds to activate or deactivate Panic mode.	











Getting to Know the Application





mComet provides several ways to navigate through the application:

- Application Icons
- Submenus
- Lists

Application Icons

The icons shown below display on the Samsung Rugby II, and are standard for release 11.5.4.

Icon	Name	Use
Main Menu Screen		
	Supervisor	Supervisors can change worker time statuses remotely.
	Timekeeping	Manage workday time events, such as clocking in, clocking out, on /off break.
	Time Punch	Manage your own time events, and other worker's, if you know the necessary credentials. <i>Time Punch</i> differs from <i>Supervisor Time Entry</i> in that you do not have access to all clocked-in workers.
	GPS Status	Monitor the locations of assets, such as handsets.
	Status	Update worker, job or form resources.
	Forms	Add forms, (tasks) for any type of job function, such as a service call, delivery, etc.
	Landmarks	Add a landmark for a specified location.
	Orders	View and update order information. The number of unread orders displays on the icon.
	Setup	Enter Account Number/User Number, set up scanning devices or configure worker time event behavior. Setup is a Stand Alone mode function of mComet.
	Messaging	Send and receive messages from the home office. New messages are indicated by an asterisk on the envelope.

	Clocked In	Displays in upper right corner of screen to show clocked in status.
	Clocked Out	Displays in upper right corner of screen to show clocked out status.
	Asterisk	Displays next to a form field that has pre-set values for completion. Additionally, the asterisk indicates that the field is required.
	Camera	Displays next to a camera-activated form field.

Submenus

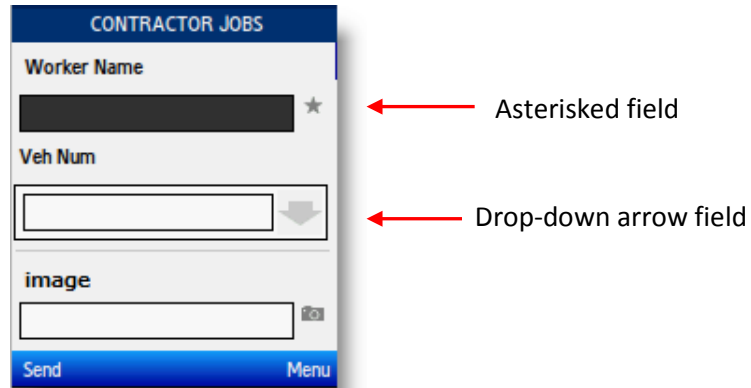
Submenus change depending on where you are in the application. Choose **Menu** to display the submenu for the current screen. For example, when you are on a *Forms* screen, you can display the submenu to select *Save* or *Cancel*. Or, on the *Child Fields* screen, you can display the submenu to select options for working with child records.

Required Fields and Lists

Lists allow you to select specific values for fields. Your system administrator creates these values in *Comet Tracker*. For example, in **Timekeeping**, you may have to choose from specific values on clock in, such as Vehicle Number or Employee Number. Additionally, your CT Administrator may allow you to enter unique data in required fields.

Required fields or list fields are designated by either a drop-down arrow or an asterisk. Asterisked fields will accept any combination of alphanumerical characters. To enter data in drop-down arrow fields, press the center of the navigation key, and use up or down navigation to make a selection.

As shown on the custom form below, the **Worker Name** field has an asterisk; the Vehicle Number field has a drop-down arrow.



The screenshot shows a mobile application interface titled "CONTRACTOR JOBS". It contains three input fields: "Worker Name" with a star icon, "Veh Num" with a drop-down arrow icon, and "image" with a camera icon. At the bottom are "Send" and "Menu" buttons. Two red arrows point to the star and drop-down arrow icons with the labels "Asterisked field" and "Drop-down arrow field" respectively.

Suspending and Returning to mComet

If you need to exit mComet to make a phone call, or to use the handset menu:

1. Press the **#** key twice while on the **Setup** screen.
2. Choose **'Yes'** at the 'Do you want to minimize?' prompt.



mComet goes into a suspended status, but you are still logged in and the application continues to obtain and transmit data in the background.

To return to the mComet menu, simply resume the application:

3. Choose **Options > Resume**.
4. Or, from the main menu, select **My Stuff > Applications**, navigate to mComet and select it.


Setting Up mComet

Complete the setup process while you are in network coverage.

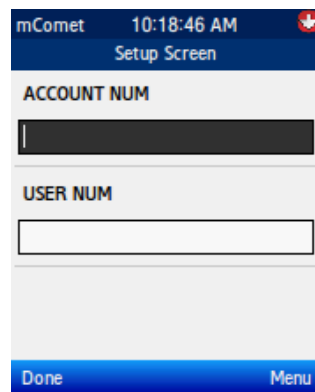
Your account and user number will be stored on the handset. Choose *Setup* to change this information. Setup is included in the mComet Stand Alone mode.



All archived forms on the handset will be deleted if the handset setup is modified.

1. From an idle handset screen, choose **Menu** and go to **My Stuff**.
2. On the *My Stuff* screen, choose **Applications**.
3. Choose the **mComet** icon  to start the application.

The *mComet Setup* screen displays.



4. Enter your company's **Account Number** (provided by Actsoft) and **User Number**. You only need to complete this information the first time you run mComet.
5. Choose **Done** to save the setup information.

mComet sends the account and user information and downloads the handset settings from the server.

If you enter incorrect account or user information, an '*Access Denied*' warning message displays. Select **OK** to return to the *Setup* screen and correct the information.

The mComet menu displays. User setup is now complete. Menu options are determined by your *CT* administrator.

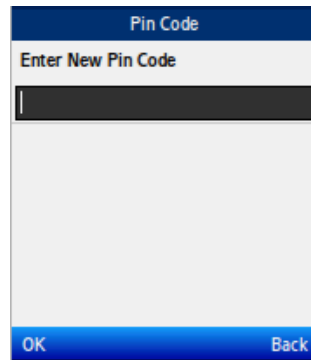
Setting a Pin Code

mComet allows you to set a pin code in two (2) areas to restrict access to:

- Application setup screens
- Supervisor screens

Application Setup screens

1. Select **Setup** from the main menu.
2. Display the submenu and choose **Set Pin**.
3. On the *Pin Code* screen, enter up to 30 numeric characters for your pin code.



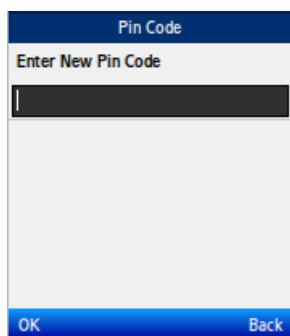
4. Select **OK**. The pin code is recorded and the *Setup* screen redisplay.
5. On the *Setup* screen, choose **Done**.

For Supervisor screens

1. Select **Supervisor** from the main menu.

Note: If *Supervisor Time Entry* has not been configured for your handset in *CT*, this icon will not display on your main menu.

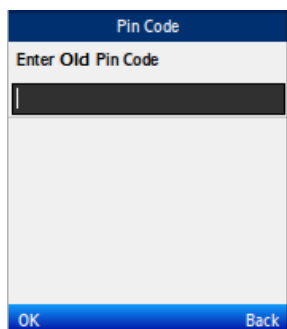
2. Display the submenu and choose **Set Pin**.


A screenshot of a mobile application screen titled "Pin Code". Below the title is a label "Enter New Pin Code" above a large, empty text input field. At the bottom of the screen are two buttons: "OK" on the left and "Back" on the right.

3. Enter the desired pin code, and choose **OK**.

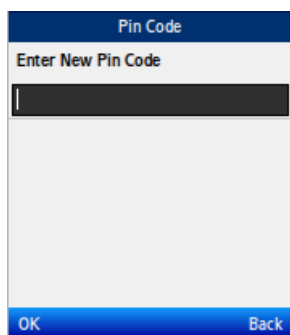
Changing the Pin Code

1. Select either **Setup** or **Supervisor** from the main menu.
2. Choose **Set Pin**.
3. Enter the Old Pin Code, and choose **OK**.

A screenshot of a mobile application screen titled "Pin Code". Below the title is a label "Enter Old Pin Code" above a large, empty text input field. At the bottom of the screen are two buttons: "OK" on the left and "Back" on the right.

 To delete the *Pin Code*, enter the old Pin Code, and leave the **Enter New Pin Code** field blank.

4. Enter the New Pin Code, and choose **OK**.

A screenshot of a mobile application screen titled "Pin Code". Below the title is a label "Enter New Pin Code" above a large, empty text input field. At the bottom of the screen are two buttons: "OK" on the left and "Back" on the right.

Using the Application

Clocking In

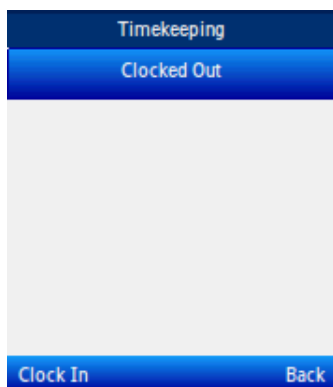
When you are ready to begin work for the day, clock in to mComet. The time and date are recorded and displayed on the *CT* workstation.

The icon in the top right corner of the screen shows your clocked in or clocked out status.



1. Select **Timekeeping** from the main menu.

See *Time Punch* on page 34 for more information on using Time Punch for clocking in. The *Timekeeping* screen displays with your status of 'Clocked Out'.



2. Choose **Clock In**. You may have to complete additional form fields on the *Clock In* screen, as shown.

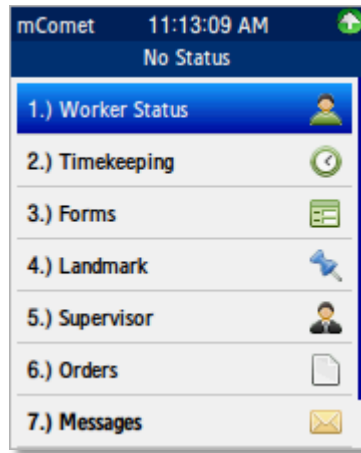
The image shows a mobile application screen titled 'Clock In'. It contains two form fields. The first is labeled 'Emp Num' and has a dark gray input box with a downward arrow on the right. The second is labeled 'Veh Num' and has a white input box with a downward arrow on the right. At the bottom is a blue bar with two buttons: 'Clock In' on the left and 'Back' on the right.

3. Complete the *Clock In* fields by using the handset keypad, or with the scanner, if required. If no fields are required for completion, you will be returned to the main screen.

Clock In screen fields are specified by your *CT* administrator. For information on completing *Clock In* fields using a barcode scanner, see *Using the Barcode Scanner* on page 58.

4. Choose **Clock In** again.

The *mComet* main menu displays with the options available to you. The clocked in icon displays in the upper right portion of the screen. The main screen list of the Samsung SGH-A657 **Bound** is shown below.



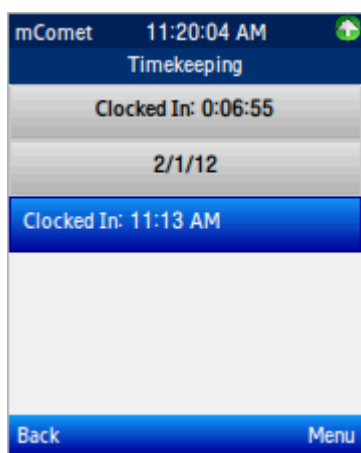
The *Forms* and *GPS Status* options are available only if they have been set up by your system administrator. The *Landmarks* option must be enabled by **Actsoft Technical Support**.

Clocking Out

Clock out when you have completed your work shift. The time and date are recorded and displayed on the *CT* workstation. Your administrator creates the available *Clock Out* data fields.

1. Select **Timekeeping** from the main menu.


See *Time Punch* on page 34 for more information on using **Time Punch** for clocking out. The *Timekeeping* screen displays with your status of 'Clocked in'.



2. Display the submenu and choose **Clock Out**.
3. Complete *Clock Out* fields using the keypad or with a scanner, if required. For information on completing fields with a barcode scanner, see *Using the Barcode Scanner* on page 58.
4. Choose **Clock Out** again. The clocked out icon in the top right corner of the screen indicates that you are currently clocked out.

Clocking On and Off Break

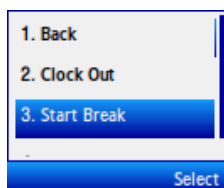
Use mComet to indicate when you are on break. Break status, time, and date are automatically sent to the CT workstation.

 You **cannot** use any of the mComet functions outside *Timekeeping* while on break.

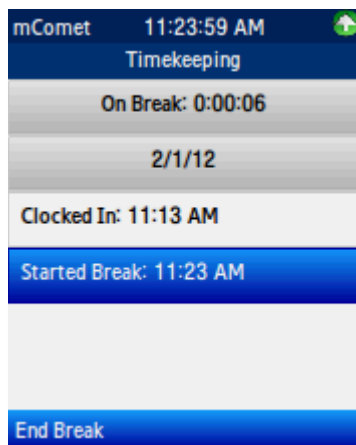
1. Select **Timekeeping** from the main menu.

See *Time Punch* on page 34 for more information on using **Time Punch** for clocking on and off break.

2. Display the submenu and choose **Start Break**. The screen indicates your status, and records the length of your break.



End Break is now available, as it is the next status in the time cycle.



3. To end your break, choose **End Break**.

Clocking On and Off Lunch

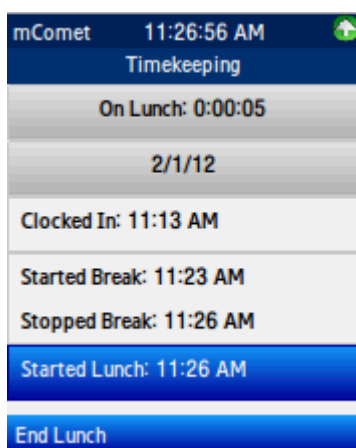
Use **Timekeeping** to indicate when you are on or off lunch. Lunch status, time, and date are automatically recorded and displayed on the *CT* workstation.

1. Select **Timekeeping** from the main menu.

See *Time Punch* on page 34 for more information on using **Time Punch** for clocking on or off lunch.

2. Display the submenu and choose **Start Lunch**.

The screen indicates that you are on lunch, and starts recording your lunch break.



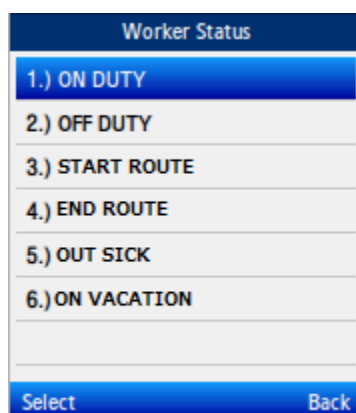
3. To end your lunch, select **End Lunch**.

Using Worker Status

Use Worker Status to communicate updates on your availability. Before you choose a status, 'No Status' displays on the title bar. After you choose a status, the updated status will display. It is also displayed on the *CT* workstation. Clock in to see the Worker Status option on the main menu.

Statuses can be linked to forms for additional information. For example, an *Available* or *Unavailable* status can be linked to a *From Time/To Time* form that must be completed before the status is accepted.

1. Select *Worker Status* from the main menu.
2. Select a status from those listed on the *Worker Status* screen.



3. Complete any forms linked to the status you have chosen, if necessary.
4. Choose **Select**. The new status will display on the main menu's title bar.

Now, your login is associated with your selected status until you change it. If you choose an incorrect status, repeat the process.

Using Repeat Timer Alerts with Worker Statuses

Repeat timer alerts can be linked to worker statuses to provide ongoing updates. With repeat timers, a time interval is associated with a status.

For example, a 15-minute timer can be associated with a 'Started Route' status to estimate how long it takes a worker to reach a destination. This information can help administrators assign jobs and manage workloads more efficiently.

When repeat timer alerts are set up for your handset in *Comet Tracker*, the handset will:

- resume mComet for validation, if mComet has been suspended
- display a repeat timer message
- sound an audible alert
- vibrate the handset

When the repeat timer alert sounds, the handset will display the following message onscreen: *'This status <name> requires a check in every <n> minutes'.*

Choose **Ok** to confirm your status. The repeat timer continues to time your activity or status in the background.

Each time the message is cleared, the updated status is sent to the *CT* workstation.

To change the status when you have completed the conditions of the timer alert, return to the **Worker Status** icon on the main menu and change the status. See *Using Worker Status* on page 27 for more information.

Working with Time Entry

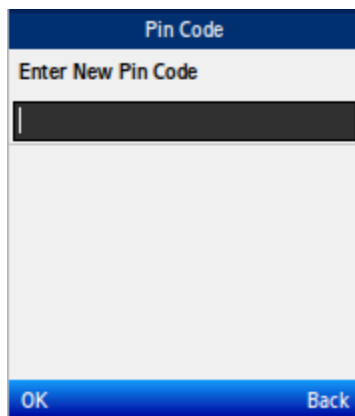
Supervisors and workers can advance any worker to the next time cycle event using time entry. Configure time entry on the *Options* screen. For example, Use Employee Break or Use Timekeeping Break will include the Break event in the worker's time status cycle. For timekeeping, the following options are available:

- Use Employee Break (supervisor time entry)
- Use Employee Lunch (supervisor time entry)
- Use Timekeeping Break (worker time entry)
- Use Timekeeping Lunch (worker time entry)

Time entry records are available on the *Comet Tracker* workstation and can be modified as necessary. Supervisor and worker time entry must be activated for your account by *Actsoft Comet Tracker Support*.

Setting Up Supervisor Time Entry

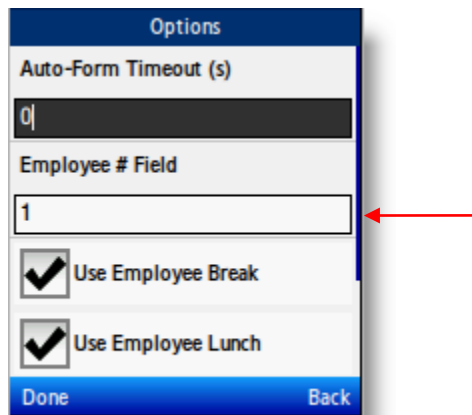
1. Select **Setup** from the main menu.
2. If prompted, enter the **Pin Code** on the *Pin Code* screen.



3. On the *Setup* screen, display the submenu and select **Options**.
4. On the *Options* screen, enter the number of the field that contains the **Employee Number** in *CT* into the **Employee # Field** field. See your *CT* administrator for this number.



You cannot enter a value greater than the number of available *Clock In* fields. Additionally, the **Employee Number** field defaults to 1 if setup data has not been downloaded before this field is specified.



Options

Auto-Form Timeout (s)

0

Employee # Field

1

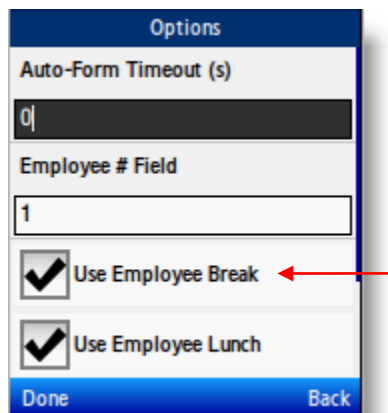
☒ Use Employee Break

☒ Use Employee Lunch

Done Back

Use Employee Break

Choose **Use Employee Break** to include the *On Break* and *Off Break* events in the time status cycle. For example, if a worker is currently clocked in, the next event will be *On Break*. The *On Break* event will be available on the *Supervisor* screen.



Options

Auto-Form Timeout (s)

0

Employee # Field

1

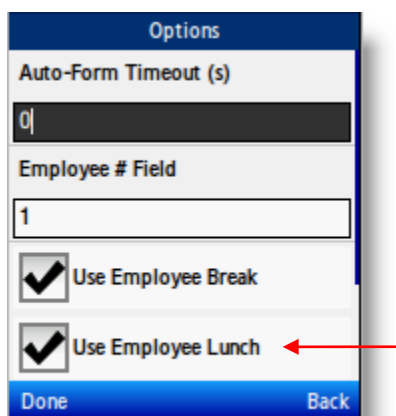
☒ Use Employee Break

☒ Use Employee Lunch

Done Back

Use Employee Lunch

Select **Use Employee Lunch** to include the *On Lunch* and *Off Lunch* events in the time status cycle. The lunch event will be available on the *Supervisor* screen.

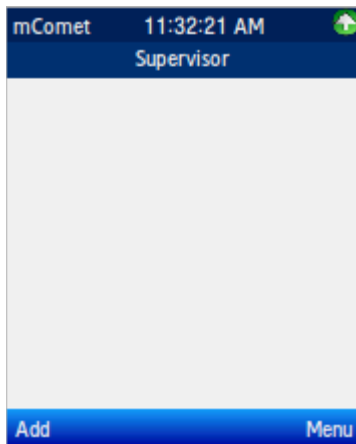


Using Supervisor Time Entry

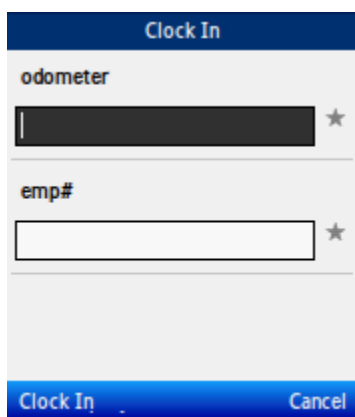
The fields that display for completion on the time entry screens are specified by your *CT* administrator.

1. Select **Supervisor** from the main menu.

The *Supervisor* screen displays.

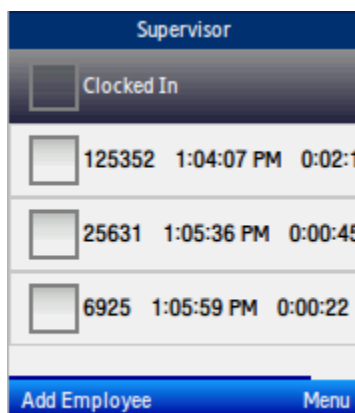


2. Choose **Add**.
3. Complete any required clock in fields and choose **Clock In**.



The 'Clock In' screen features a blue header with the title 'Clock In'. Below the header, there are two input fields: 'odometer' and 'emp#'. Each field has a small star icon to its right. At the bottom of the screen, there are two buttons: 'Clock In' and 'Cancel'.

After you have entered and completed the data for multiple workers, the *Supervisor* screen will display a listing of worker- or supervisor-entered records.



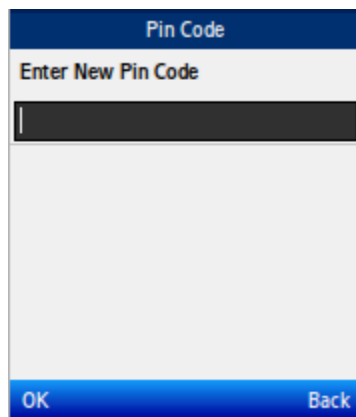
The 'Supervisor' screen has a blue header with the title 'Supervisor'. Below the header, there is a section titled 'Clock In' with a small square icon to its left. Below this, there is a list of three records, each with a small square icon to its left. The records are: 125352 1:04:07 PM 0:02:1, 25631 1:05:36 PM 0:00:45, and 6925 1:05:59 PM 0:00:22. At the bottom of the screen, there are two buttons: 'Add Employee' and 'Menu'.

4. To record the next event for one worker, select the worker and choose an event.
5. To advance multiple worker statuses, check multiple workers, display the submenu and choose an event, such as **Clock In** or **Lunch**. Only the statuses logically affected by your selection will change.
6. To delete a record, select the desired worker, display the submenu and select **Delete**. To delete records, display the submenu and choose **Delete** or **Delete All**.


Setting Up Worker Time Entry

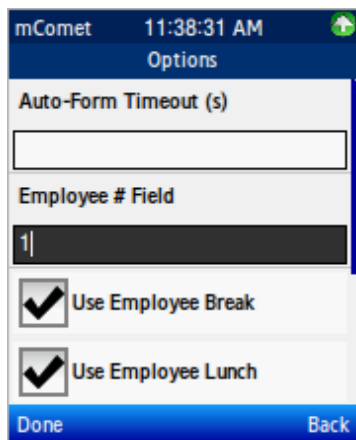
Worker time entry uses **Time Punch** to allow individual workers to advance themselves or any other worker to the next time cycle event.

1. Choose **Setup** from the main menu.
2. If prompted, enter the **Pin Code** on the *Pin Code* screen. If no pin code has been set, the *Pin Code* screen will not display.

A screenshot of the 'Pin Code' screen. The title bar is blue with 'Pin Code' in white. Below the title bar, the text 'Enter New Pin Code' is displayed. There is a large, empty rectangular input field for the pin code. At the bottom of the screen, there are two buttons: 'OK' on the left and 'Back' on the right, both in white text on a blue background.

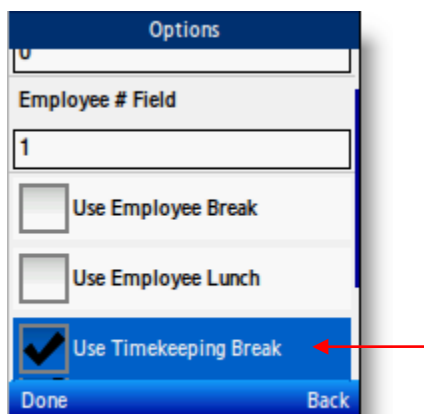
3. Back on the *Setup* screen, display the submenu and select **Options**. The *Options* screen displays.
4. On the *Options* screen, enter the number of the field that contains the **Employee Number** in *CT* into the **Employee # Field**. See your *CT* administrator for this number.

 You cannot enter a value greater than the number of available *Clock In* fields. Additionally, the **Employee Number** field defaults to 1 if setup data has not been downloaded before this field is specified.

A screenshot of the 'Options' screen. The title bar is blue with 'mComet' on the left, '11:38:31 AM' in the center, and a green up arrow icon on the right. Below the title bar, the text 'Options' is displayed. The screen contains several fields and checkboxes: 'Auto-Form Timeout (s)' with an empty input field; 'Employee # Field' with an input field containing the number '1'; 'Use Employee Break' with a checked checkbox; and 'Use Employee Lunch' with a checked checkbox. At the bottom, there are two buttons: 'Done' on the left and 'Back' on the right, both in white text on a blue background. A red arrow points to the 'Employee # Field' input field.

Use Timekeeping Break

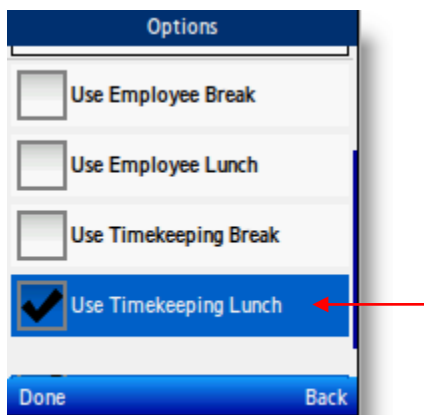
Select **Use Timekeeping Break** to include the *On Break* and *Off Break* events in the time status cycle. If a worker is currently clocked in, the next event is *On Break*.



The screenshot shows a mobile application interface titled "Options". At the top, there is a dropdown menu showing "0". Below it is a field labeled "Employee # Field" containing the number "1". There are three checkboxes: "Use Employee Break" (unchecked), "Use Employee Lunch" (unchecked), and "Use Timekeeping Break" (checked). A red arrow points to the "Use Timekeeping Break" checkbox. At the bottom are two buttons: "Done" and "Back".

Use Timekeeping Lunch

Select **Use Timekeeping Lunch** to include the *On Lunch* and *Off Lunch* events in the time status cycle.

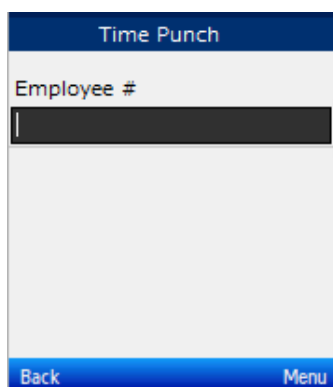


The screenshot shows a mobile application interface titled "Options". It contains three checkboxes: "Use Employee Break" (unchecked), "Use Employee Lunch" (unchecked), and "Use Timekeeping Break" (unchecked). The "Use Timekeeping Lunch" option is highlighted in blue with a checkmark, and a red arrow points to it. At the bottom are two buttons: "Done" and "Back".


Using Time Punch

1. Select **Time Punch** from the main menu.

The *Time Punch* screen displays. Note that fields on the screen may vary.



2. Complete any required fields.
3. Display the submenu and choose a time status.
4. Choose **Ok** to confirm the status change.

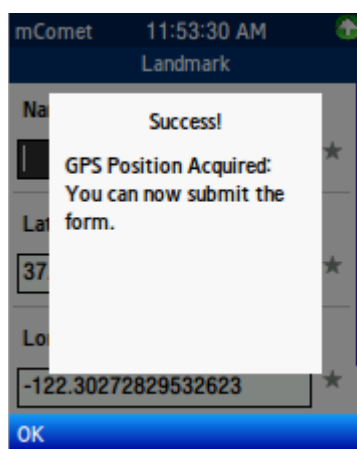
 The worker's changed time status will not display onscreen.

Creating Landmarks

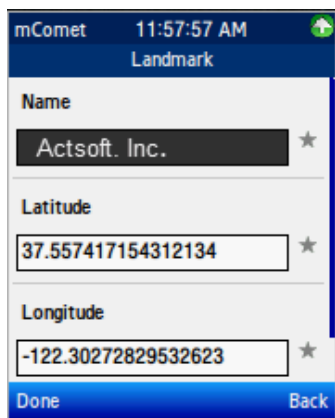
You can create a landmark based on your current location. It is stored in the database and is available on the *CT* workstation. The landmark feature must be activated for your account by *Actsoft Comet Tracker Support*. Additionally, you may need to clock in to access this option.

1. Choose **Landmark** from the main menu.

mComet will search for your location, and populate the **Latitude** and **Longitude** fields.




2. Enter a name in the **Name** field.



3. Choose **Done** when you are finished.

Activating Panic Mode

Panic mode tracks users during an emergency. When panic mode is activated, mComet obtains and transmits new position information every 5 seconds. The *CT* workstation shows that the user has activated panic mode and displays position information.

Panic mode is set up to work using the **Talk**  handset key.

1. To activate panic mode, press the **Talk** handset key for 5 seconds.

The handset vibrates briefly and a red circle (panic icon) blinks in the upper right corner of the screen.

2. Deactivate panic mode by again pressing the **Talk** handset key for 5 seconds.

Working with Forms

Use the **Forms** feature to record and store information on the handset. You can create a form for any type of job function (service call, delivery, customer visit, etc.). *Forms* is available only if it has been configured by your system administrator. Your system administrator creates the customized fields for data capture.

When workers send completed form information from the handset, *CT* automatically records the date and time of completion. You can also create child records to enter more information about a main form.

Forms have been enhanced to maximize handset space and usability. Depending on *CT* configuration, forms on your handset may have the following features:

- Checkboxes
- Repeatable fields (See *Advanced Forms* on page 44 for more information)
- Expandable fields – Related form data can be expanded or collapsed to improve viewing. These fields are differentiated from the rest of a form by a blue background and a bolded name. Select the expandable field to complete the contents, and then reselect it to collapse the contents.
- Drop-down fields

Auto-Form

The Auto-form feature allows you to scan barcodes or RFID tags without having to navigate to the *Forms* screen. When you scan a barcode or tag, the *Form* screen automatically opens. Data is recorded in the first editable form field. After you scan a barcode or RFID tag, mComet automatically opens a new blank form record.



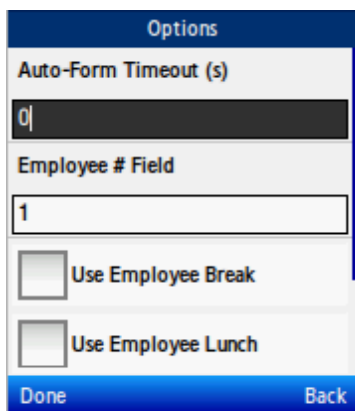
You **cannot** use the Auto-form function for camera activation fields.

Setting the Auto-form Timeout Option

Set the *Auto-form Timeout* option to automatically send the data to the server after a specified time, if no new data has been entered.

1. Select **Setup** from the main menu.
2. Display the submenu and choose **Options**.

3. Enter the number of *seconds* between 1 (immediate) and 999 that mComet should wait before sending the scanned data to the server. Zero (0) is the default setting.



The screenshot shows the 'Options' screen of the mComet application. It has a blue header with the title 'Options'. Below the header, there are three sections: 'Auto-Form Timeout (s)' with a text input field containing '0', 'Employee # Field' with a text input field containing '1', and two checkboxes labeled 'Use Employee Break' and 'Use Employee Lunch', both of which are currently unchecked. At the bottom of the screen, there are two blue buttons: 'Done' on the left and 'Back' on the right.


Using Auto-Form

There are two ways to use Auto-form:

- Directly from the mComet main menu screen, if a default form exists in *Comet Tracker*
- From an order listing on the *Orders* screen, if the order status has an associated form set

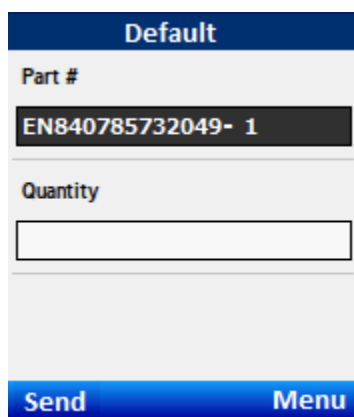
From the Main Menu screen

1. Begin scanning from the mComet main menu screen.

 You may also scan in suspended status, if mComet was suspended at the main menu screen.

The *Default* form screen will be displayed, and the first editable field will be populated with the scanned data.

As you continue to scan, the next editable field continues to be highlighted until you reach the last field. If you continue to scan after all fields are populated, the contents of the last field will be overwritten.



Default

Part #

EN840785732049- 1

Quantity

Send Menu

From an order listing

1. Choose **Orders** from the main menu.
2. Choose an order and begin scanning.



Order Screen

*1102 DISPATCHED STANDARD 10/

*1105 DISPATCHED STANDARD 10/

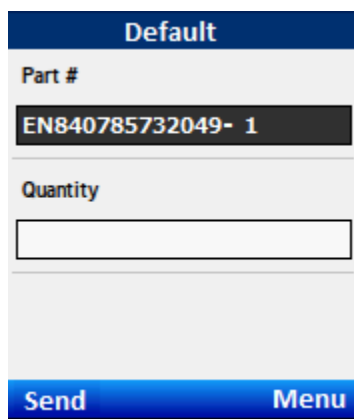
*1308 DISPATCHED STANDARD 1/19

*1309 DISPATCHED STANDARD 1/24

*1310 DISPATCHED STANDARD 1/24

Read Order Menu

The first field for the order is populated, and the next field is highlighted.



Default


Part #

EN840785732049- 1

Quantity

Send Menu


As you continue to scan, the next field is highlighted and filled until you reach the last field. If you continue to scan after all fields are complete, the contents of the last field will be overwritten.

 The scanner must be re-enabled if it goes into *Sleep* mode (the LED stops blinking), or if you walk out of the scanner's range. A *Scanner Disconnected* message will display on the handset. Repeat steps 1 – 6 in *Enabling Bluetooth and Pairing the Devices*.

Archived Forms

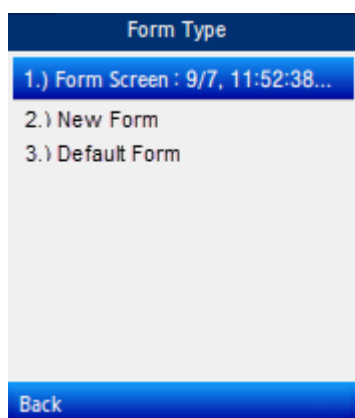
You can enter and save (archive) form data directly to the handset, retrieve it later and edit it. The number of archived forms that can be stored is limited to the handset's memory.

If you change the user and account number on a handset with stored forms, all the archived forms will be deleted. A warning message will display before you can proceed.

 Forms **cannot** be archived when combined with Orders.

To begin working with forms:

1. Select **Forms** from the main menu.
2. Select a form from the *Form Type* screen. The *Form Type* screen lists customized forms, blank forms and archived forms.



3. Use the handset keypad to complete the form. Fields with asterisks are required. Press the navigation key to display the data options in fields with drop-down arrows.

A screenshot of a mobile application screen titled "SERVICE CALL". The screen contains three input fields: "Name" with a dark grey bar, "Order Number" with a white bar, and "Service Type" with a white bar and a downward arrow icon. At the bottom, there is a blue bar with two buttons: "Send" and "Menu".

4. Choose **Send** to send the information to the server, or display the submenu and choose **Save** to save the form to the handset. If you choose **Cancel**, you will have to confirm the action.
5. To work with an archived form, choose the archived form icon from the *Form Type* screen.
6. Select from the displayed listing of archived forms.

A screenshot of a mobile application screen titled "Form Selection". The screen shows a list of forms, with the first item highlighted in blue: "1.) Form Screen : 9/7, 11:52:38...". At the bottom, there is a blue bar with two buttons: "Select" and "Menu".


For information on how to complete form fields using a barcode scanner, see *Using the Barcode Scanner* on page 58.

Adding Images to Forms



The Samsung SGH-A657 does not support image capture.

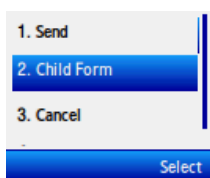
Add images to form data to provide more detail. Forms with images must include a data value.

1. With a form or child form onscreen, display the submenu and select **Camera**.
2. Navigate to a camera field to invoke the camera automatically. Camera-activated fields are marked with a camera icon. 
3. When the handset changes to image mode, press the center navigation key to capture the image.
4. Display the submenu and choose **Done** to keep the image, or **Retake** to retake the image.
5. Choose **Send** when you have finished entering all form data.

Creating Child Forms

Create a child form to enter more information for a main form. The *Child* form option must be configured by your system administrator.

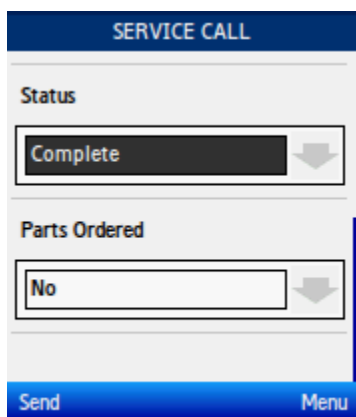
1. From a *Form* screen, choose **More**, and then choose **Child Form**.



The *Child Fields* screen displays. The title bar shows the number of the current record and the total number of child records created. Fields with camera icons on the ends activate the handset camera.



2. Complete the fields, entering up to 30 characters in each field. For information on how to complete fields using an optional barcode scanner, see *Using the Barcode Scanner* on page 58.
3. To add another child form, select **More**, or display the submenu for more child form options.
4. Choose **Done** when you are finished with the *Child Form*.
5. On the main form, choose **Send** to send both forms to the server. Or display the submenu and choose from **Save** or **Cancel**.



Advanced Forms



Advanced forms are an mComet additional feature. Depending on your company's software agreement, you may not have access to advanced forms.

Advanced forms allow companies to customize forms, or recreate paper forms for completion on the handset. The advanced form structure is designed in *Comet Tracker*. The corresponding forms display on your handset. Additionally, advanced forms are a Stand Alone function of mComet.

Anatomy of an Advanced Form

In *Comet Tracker*, your administrator creates forms that include various screen elements, such as radio buttons, drop-down lists and checkboxes. A main form is created, and then conditional sections are added based on the data to be gathered. Repeatable forms are also created to list multiple items of the same type.

Conditional sections display based on your entries and choices as you complete the form. The following scenario illustrates how advanced forms can be used.

Scenario:

Your worker has been dispatched on a plumbing service call. The client has a leaking toilet. The worker determines whether the equipment is still under warranty and proceeds with an estimate, after permission from the client.

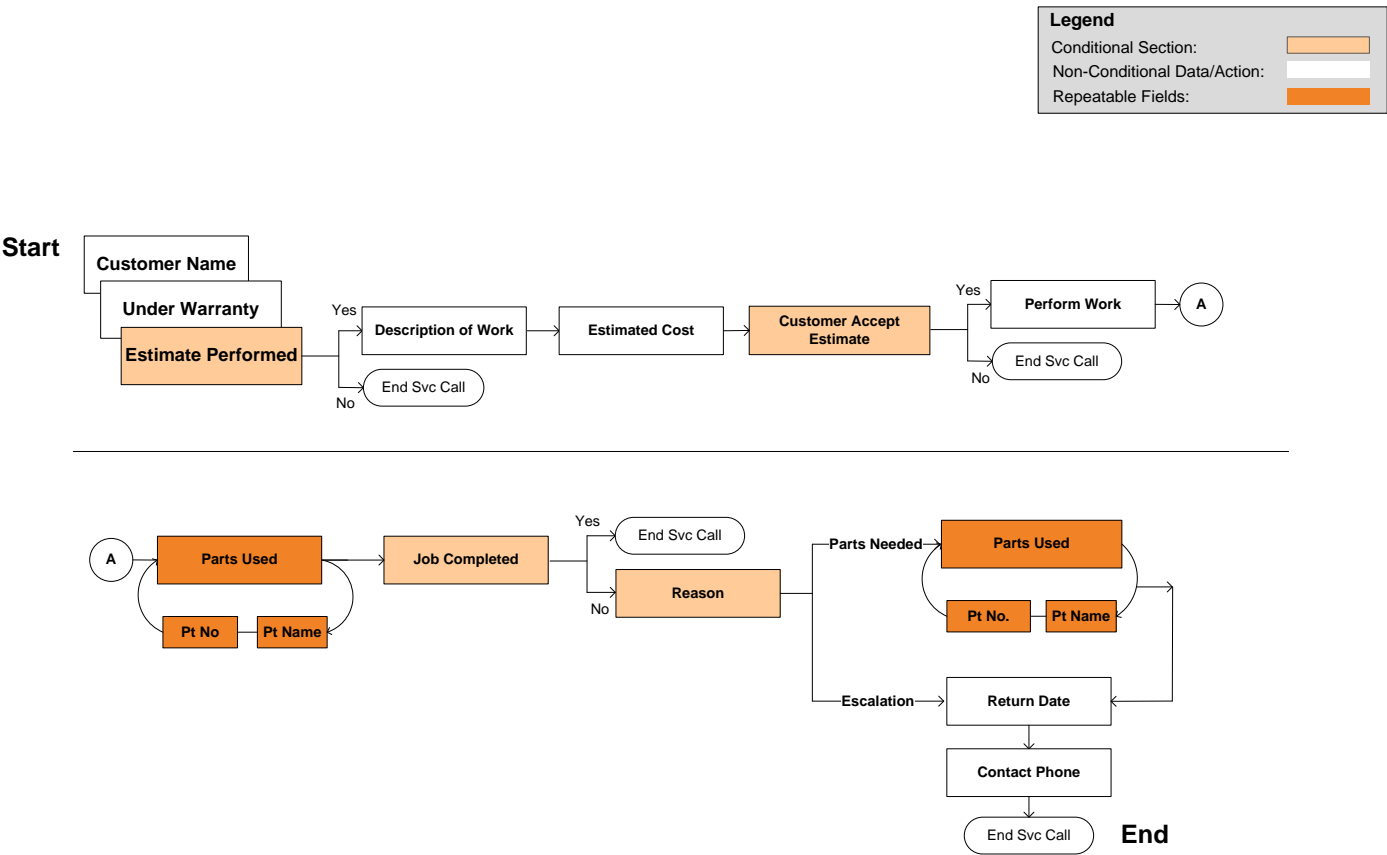
The worker describes the necessary repairs to the client, and enters them into the form. The worker also explains and enters the estimated cost. If the customer agrees with the cost, the worker performs the repairs, listing the parts used on the form.

In this scenario, the worker finds another problem with the toilet, but does not have the parts to make the repair. The worker notes that the repair is not finished, and that parts are needed. The parts needed are also listed.

At the end of the service call, the worker sets a return date based on when the ordered parts will arrive, and verifies the contact information.

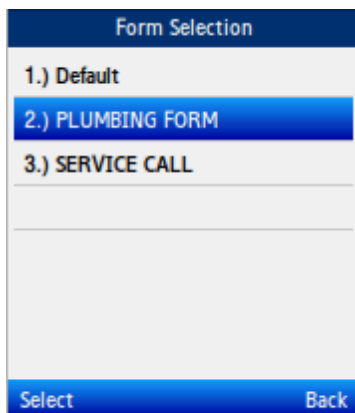
Below is the process flow of the preceding scenario.

Sample Service Call Workflow



The following pages illustrate the handset screens and steps that correspond to the preceding service call flow and scenario.

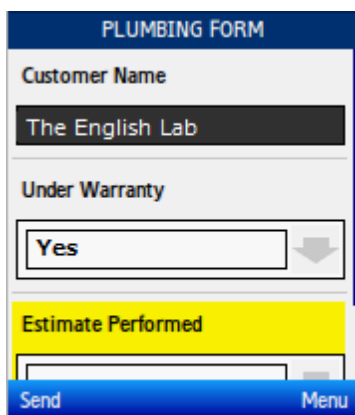
1. Select a form type from the *Form Selection* screen.



The 'Form Selection' screen has a blue header with the title 'Form Selection'. Below the header, there is a list of three options: '1.) Default', '2.) PLUMBING FORM', and '3.) SERVICE CALL'. The '2.) PLUMBING FORM' option is highlighted with a blue background. At the bottom of the screen, there are two buttons: 'Select' and 'Back'.

2. Begin the form, entering any required information.

Click in each field to display data for selection. For fields with drop-down arrows, click inside the field and press the navigation key to display the data options. Conditional sections are shaded – note that additional information will display based on the choice you make for **'Estimate Performed'**.



The 'PLUMBING FORM' screen has a blue header with the title 'PLUMBING FORM'. Below the header, there are several fields: 'Customer Name' with the value 'The English Lab', 'Under Warranty' with a drop-down menu showing 'Yes', and 'Estimate Performed' which is highlighted in yellow. At the bottom of the screen, there are two buttons: 'Send' and 'Menu'.

On the form below, the **'Estimate Performed'** section is complete. When you choose **Yes**, another section displays in which you can describe the work to be performed.

PLUMBING FORM

Estimate Performed

Yes

Description of Work

Send Menu

3. Enter the estimate dollar value in the 'Estimated Cost' field and select an answer to 'Customer Accept Estimate'. Note that both the "Estimate Performed" and 'Customer Accept Estimate' sections are shaded, indicating that they are conditional sections.

PLUMBING FORM

Estimated Cost

\$ 40.00

Customer Accept Estimate

Yes

Parts Used

Send Menu

4. When you select 'Yes' to *Customer Accept Estimate*, the *Parts Used* repeatable form displays for completion. The 'Parts Used' section is a repeatable form, as indicated by the multiple page icon.

Repeatable form

PLUMBING FORM

Estimated Cost

\$ 40.00

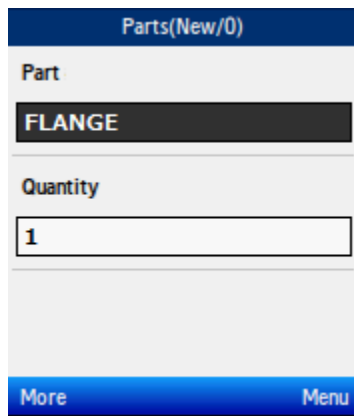
Customer Accept Estimate

Yes

Parts Used

Send Menu

- Click on the *Parts Used* section and the repeatable form displays, as shown below. Choose **More** to create and complete this form as many times as needed to list all parts used.



Parts(New/0)

Part

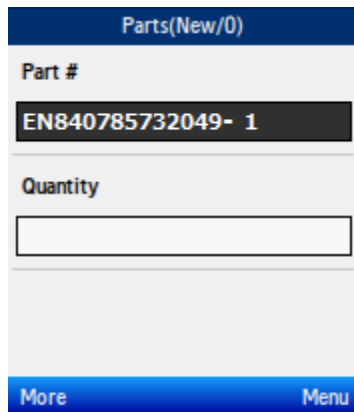
FLANGE

Quantity

1

More Menu

- Add more information about the part type(s) used on the repeatable screens that follow, and choose **Done**.



Parts(New/0)

Part #

EN840785732049- 1

Quantity

More Menu

After you complete all necessary repeatable forms, the main form will redisplay for completion.

- Continue to the next conditional section of the form, **Job Completed**. Select **No**.

The screenshot shows a mobile application interface titled "PLUMBING FORM". At the top, there is a dropdown menu with "No" selected. Below this is a yellow section labeled "Reason". Inside this section, there are two radio button options: "Need Parts" (which is selected) and "Escalation". At the bottom of the form, there are two buttons: "Send" and "Menu".


8. Enter the reason for the job status, and proceed to the **Parts Needed** repeatable form section.

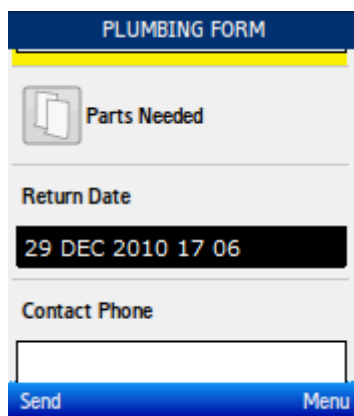
This screenshot shows the same "PLUMBING FORM" as before, but now the "Need Parts" radio button is checked. Below the "Reason" section, a new blue button labeled "Parts Needed" with a document icon has appeared. The "Send" and "Menu" buttons remain at the bottom.

9. Enter the parts needed in the repeatable form. Select **More** to add more repeatable forms, and **Done** when you are finished.

The screenshot shows a screen titled "New Repeatable Form(New/0)". It has two input fields: "Part" with "WATER VALVE" entered, and "Quantity" with "1" entered. At the bottom, there are two buttons: "More" and "Menu".

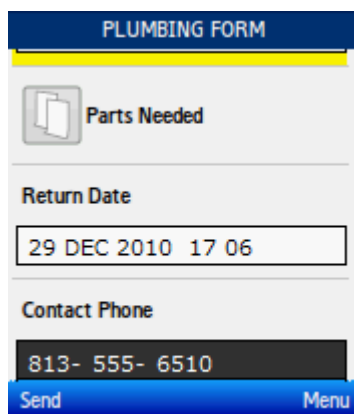
10. Back on the main form, continue with the next portion, the **Return Date**.

 mComet GSM release 11.5.4 does not support date/time fields.



11. Enter the **Contact Phone**, and choose **Send**. You can also display the submenu and choose **Save** to return to the form later.

Additionally, you can select **Save as Template** if a form has certain data that you want repeated in subsequent forms, such as address and contact information.



Working with Orders

mComet **Orders** works with the *CT* and *Comet Mobile Worker* applications. Workers use the handset more for updating, delivering and confirming orders. Contact your system administrator to find out if you should use the **Orders** function.

Reading Orders

You can receive, view and update information about dispatched orders. You can also enter additional information about orders and update order status.

Up to 200 orders at a time can be displayed on the handset. When you reach 200, you must purge viewed orders to receive new orders.

When you choose **Orders**, all orders assigned to you are displayed. If there are no orders assigned to you, 'No Orders' displays at the top of the screen. New, unread orders will display an asterisk (*) before the order.

Additionally, you can sort the orders in ascending or descending order, according to time and date received.

1. Choose **Orders** from the main menu.
2. On the *Orders* screen, use the navigation keys to select an order to view OR choose **Read Order**.



3. Review the information about the order.



1102

SVC: STANDARD
CLIENT: ACTSOFT
ADDR: 8910 DALE MABRY HWY
TAMPA
FL
33614
NOTE:
REF:
LAT: 28.033227207257
LON: -82.5050438943532

Back Menu

- When you are finished reviewing order information, choose **Back**.

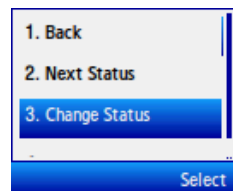
The *Order Screen* redisplay. When an order has been read, the asterisk (*) no longer displays in front of the order.

Updating Order Status

When you use the handset to update order statuses, the updated status is displayed on the *CT* workstation. You must be clocked in to use the *Status* option with orders.

Your *CT* administrator may set statuses so that they must be selected in a certain order. If you choose a status that is out of order, mComet will display the message, *'You must choose a different status first.'*

- On the *Orders Screen*, select the desired order, display the submenu, and choose **Change Status**.



1. Back
2. Next Status
3. Change Status

Select

- Select a status, and choose **Done**. Any forms linked to your chosen status will display. If there is only one other status available, it will update automatically when you choose **Change Status**.



The statuses available on your handset are set by your *CT* administrator.



3. When you are finished entering the required data in any linked forms, display the submenu and choose **Done** to submit the information to the server.

The updated status displays in the order summary information on the handset, and on the CT workstation.

4. To cancel the status change and choose a different status, display the submenu and choose **Cancel**.

Order Alerts

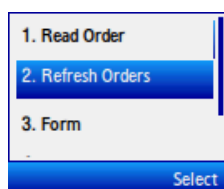
You may receive an order alert on your handset to inform you when a new order has been dispatched or if an order has changed. New order alerts will display on the handset's status bar.

You must be within the network coverage area to receive new order alerts. When an order alert message displays, click on the alert from the status bar to refresh the order information.

Refreshing Orders

To view new orders that have been dispatched to you, refresh the order information.

1. From any *Order Screen*, display the submenu and choose **Refresh Orders**.



2. Any new orders assigned to you are then displayed on the *Order Screen*, with an asterisk on the left. The asterisk indicates that the order has not been read.

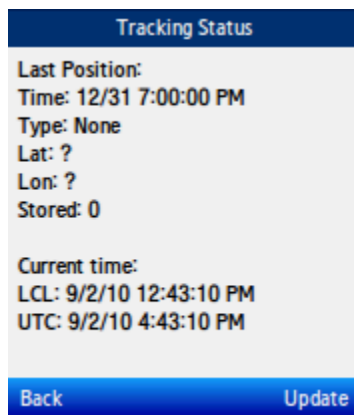


Viewing GPS Status

Review your GPS status using the *GPS Status* option from the main menu. You may need to clock in to mComet in order to access this feature.

1. Select **GPS Status** from the main menu.

If GPS is unavailable, the following will display: *'GPS failed – Please try again in a clear view of the sky.'*



2. Review the information on the *Tracking Status* screen.
3. Choose **Update** to update the data, or choose **Back** to close the screen.

Table 1 –Tracking Status Screen Data

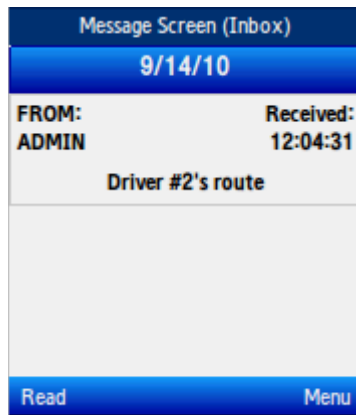
Data	Definition
Last Position	Last position obtained by the handset.
Time	Time the last position was obtained, displayed in Universal Time Coordinated.
Type	The source used to determine the last position. <i>GPS</i> indicates GPS satellites and <i>None</i> indicates that the GPS is invalid.
Sats	The number of satellites used to determine the last GPS position.
Lat	The latitude of the last position.
Lon	The longitude of the last position.
Stored	The number of GPS positions currently stored on the handset.
LCL	The current local time, per the handset clock.
UTC	Universal Time Coordinated.

Working with Messaging

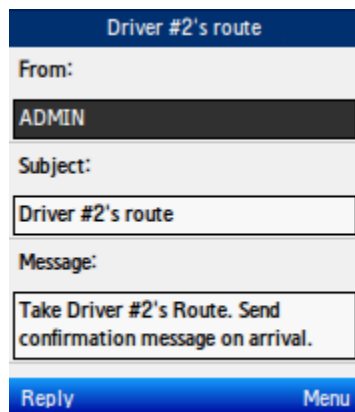
Use **Messaging** to communicate with supervisors and other workers within your group. Communication groups are set up by your system administrator.

A red circle on the envelope indicates that new messages have been received.

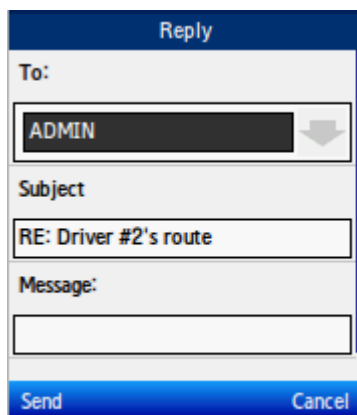
1. Choose **Messaging** from the main menu. Current messages in your **Inbox** will display.
2. Display the submenu and choose **Refresh** to display new messages, **Sent Items** to view sent messages, or **Compose** to begin a new message.
3. Use the navigation keys to choose and display a message.



4. Review the message. A 'read receipt' message is returned to the sender.



5. Display the submenu and choose **Delete** to delete the message. Deleted handset messages are kept on the *Comet Tracker* server.
6. To type a response, choose **Reply**.



Reply

To:

ADMIN

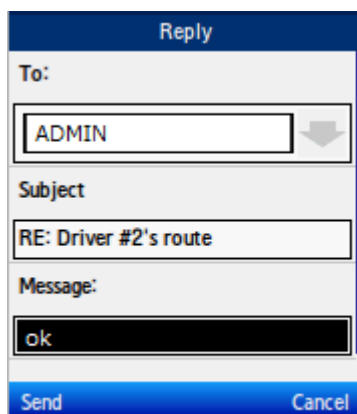
Subject

RE: Driver #2's route

Message:

Send Cancel

7. Press the center of the navigation key to display and add more recipients for your message response.
8. Navigate to the **Message** field, type a response and choose **Send**, or **Cancel**.



Reply

To:

ADMIN

Subject

RE: Driver #2's route

Message:

ok

Send Cancel

Using the Barcode Scanner

mComet can connect with a handheld scanner to scan barcodes. When you use a scanner, you do not have to manually enter data into form fields.

1. Navigate to one of the four (4) screens that allow barcode scans:

- Form/Child form
- Repeatabl field
- Clock In
- Clock Out

2. Activate your scanner, and scan barcodes according to the manufacturer's instructions.



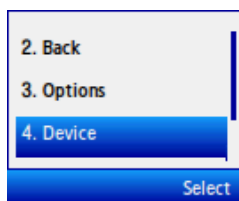
Scans may be unsuccessful if the data conflicts with form field constraints.

Enabling Bluetooth and Pairing the Devices

Note: Refer to your handset's user guide to set Bluetooth to 'On' before pairing a device to the handset.

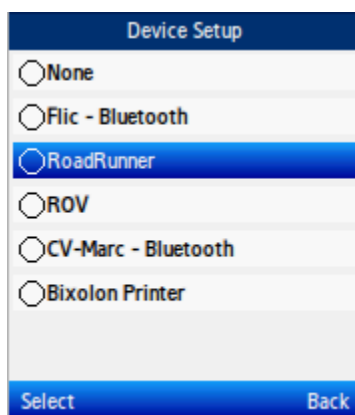
You only need to pair the devices once. To do this:

1. Choose **Setup** from the main menu.
2. From the *Setup* screen, display the submenu and choose **Device**.

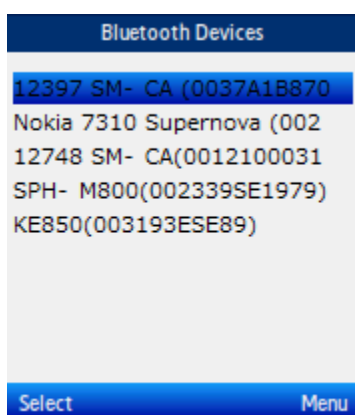


mComet will search for and display a list of available devices.

3. Select your device and choose **Select**. If no devices display, display the submenu and choose **Search** to find all nearby devices.

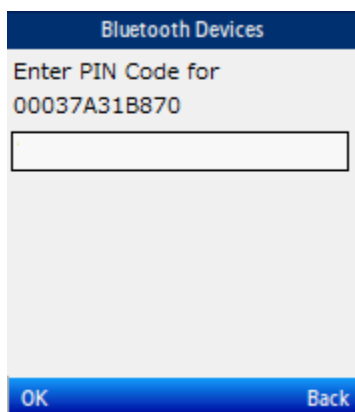


4. When your device is found, it will display on the screen. Highlight it and choose **Select**.



The device will emit a corresponding tone, and the handset will prompt you to enter the pin code for the device.

5. Enter the default passcode for your device in the passcode field, and choose **OK**. Use the **Clear** key to correct any errors.



6. Choose **Back** and continue to do so until you are again at the idle screen.

After a successful pairing, the handset will emit a tone and return to the main mComet menu. You are now ready to begin scanning.

Resetting the Scanner

If the scanner fails to connect properly or disconnects immediately, you may need to reset the scanner to the factory defaults. Exit mComet before resetting the scanner.

1. Follow the instructions included with your handset for navigating to and deleting Bluetooth devices. Select the scanner that is not functioning properly, and delete it from the list.
2. Refer to the instructions included with your scanner for resetting the scanner.
3. To re-enable the scanner, see *Enabling Bluetooth and Pairing the Devices* on page 58.

Important Notes On Scanning

- If the scanner does not have an active link to the handset, barcode data is stored. When the link is re-established, the cached barcodes are sent to the handset.
- When scanning, the handset emits different tones to indicate scan status. A scan may be unsuccessful if it conflicts with the form field constraints, or if the barcode is over 30 characters.
- If you scan a barcode that contains a character not allowed, an error displays onscreen. The error displays the first character not allowed for that field. In addition to the constraint error and unsuccessful handset tone, the scanner also emits an 'unsuccessful' tone to notify you if you are away from the handset while scanning.
- If the scanner has trouble connecting or disconnects immediately, you may need to reset the scanner to the factory defaults. To reset the scanner, scan the Factory Defaults barcode included with the scanner's documentation.

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Glossary

Account number	An Actsoft-issued number used to access mComet on the handset.
Asset	Any object owned by a company that can be tracked, such as equipment.
Barcode scanner	A device used to scan barcodes from objects into the handset.
Child form	A subform that provides additional information about the main (or parent) form.
Conditional section	A shaded area of a handset form that contains data that the user must respond to. Depending on the user's response, additional sections may display for completion.
Comet Tracker (CT)	<p>The suite of applications used to configure GPS monitoring and the mComet application on the handset. There are four (4) versions of Comet Tracker:</p> <ul style="list-style-type: none"> • Comet EZ (Web version) • Comet Tracker • Comet Mobile Worker • Comet Tracker Lite (handset tracking only – no desktop application required)
Form	<p>An mComet feature used to record and store data on the handset. A form can be set up for any type of job function (service call, delivery, customer visit, etc.). <i>Forms</i> is available only if it has been configured by your system administrator. Your system administrator creates the customized fields for data capture.</p>
GSM	<p>Global System for Mobile communications. GSM is a digital mobile telephony system that is widely used in Europe and other parts of the world. It uses a variation of time division multiple access (TDMA) and is the most widely used of the three digital wireless telephony technologies (TDMA, GSM, and CDMA).</p> <p>GSM digitizes and compresses data, then sends it down a channel with two other streams of user data, each in its own time slot. It operates at either the 900 MHz or 1800 MHz frequency band.</p>
GPS	A satellite-based radio navigation system that consists of three segments – the satellite constellation, ground control network, and user equipment. People use GPS on their mobile devices for navigation software applications.

GPS Status	<p>A collection of handset user position data that consists of:</p> <ul style="list-style-type: none"> • Last position • Time • Type • Sats • Lat • Lon • Stored • LCL • UTC
Landmark	A geographical location that users can mark and store in the handset for retrieval, such as an address on a delivery route.
Lat	The latitude of the handset as recorded by the satellite(s). Found on the <i>GPS Status</i> screen.
LCL	The current local time. Found on the <i>GPS Status</i> screen.
Lon	The longitudinal GPS position of the handset as recorded by the satellite(s). Found on the <i>GPS Status</i> screen.
mComet	<p>The handset application used with the <i>Comet Tracker</i> workstation application that allows workers in the field to communicate with the home office.</p> <p>mComet uses built-in GPS tracking function to gather location information at specified time intervals and transmit the resulting data to the hosted server. Use it to clock in and out of work shifts, enter information about jobs, and receive updated forms while in the field.</p>
Panic mode	<p>An mComet mode that tracks handset users during an emergency. mComet tracks and submits handset position information to the server at 5-second intervals. The handset will vibrate briefly when panic mode is activated.</p>
Pin code	A user-defined, 30-character-limit numerical field that is used as a password for access to certain options. You do <u>not</u> have to set a pin code to use mComet.
PTN	Personal Telephone Number. When your PTN is configured in <i>Comet Tracker</i> , mComet will automatically log you on at initial installation.
Repeatable form	A form that can be used multiple times to enter related data. For example, multiple parts used on a service call can be entered into separate repeatable forms.
ROV	Remotely Operated Vehicle.

Sats	The number of satellites used for getting the current location. Found on the <i>Tracking Status</i> screen.
SMS	A communication service standardized in the GSM mobile communication system, using standardized communications protocols allowing the interchange of short text messages between mobile telephone devices.
Stand Alone mode	An mComet mode that features only the Setup , Advanced Forms and Messaging functions of mComet.
Time status cycle	A linear set of user work statuses (Clock In, Clock Out, On Break, Off Break, On Lunch, and Off Lunch) used to advance workers through their workday.
Type	The source type(s) used for the latitude and longitude. Found on the <i>GPS Status</i> screen.
User number	An Actsoft-issued number used for access to the mComet on the handset.
UTC	Universal Time Coordinated. Found on the <i>GPS Status</i> screen.

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